



CLARIANT

TalenTeam
Talent Solutions. Reimagined

Clariant streamlines global hiring and onboarding with SAP SuccessFactors

SAP SuccessFactors 

Building strong foundations fosters continuity and consistency in global HCM through a long-term collaborative partnership

Key Outcomes

- Process automation enhances hiring processes for around 11,000 employees globally
- Comprehensive issue resolution ensures SAP SuccessFactors runs smoothly
- Long-term, collaborative relationship with TalenTeam promotes continuity and consistency for global HCM experience



About Clariant

Clariant is one of the world's leading sustainability-focused specialty chemicals companies and is headquartered in Switzerland.

Operating in nearly 40 countries, it creates innovative and sustainable solutions to customers in many industries. Its precision products and R&D activities focus on addressing some of the world's key priorities, including energy efficiency, renewable raw materials, emission-free mobility and conserving finite resources.

Building a strong, collaborative relationship

Clariant first engaged with TalenTeam over 10 years ago to project manage the implementation of SAP SuccessFactors Learning Management System (LMS). With an established relationship, the two organisations continued to work together on the full SAP SuccessFactors Suite roll out.

"We were reaping the benefits of LMS and wanted to deploy more modules of SuccessFactors to further optimise our HR processes," explains Hildegard Rothenberger, Senior Manager HR Solutions at Clariant. "Having already benefited from TalenTeam's deep knowledge, expertise and dedicated project management skills, we wanted to work with its wider team on our extensive SuccessFactors implementation."

The organisation deploys the full SAP SuccessFactors Suite worldwide, in nearly 40 countries to support approximately 11,000 + employees. The solution meets its needs for all its HR operations, from recruiting to onboarding, employee experience, succession and performance, goal management and compensation and pay.

Ongoing technical support keeps SAP SuccessFactors running smoothly

Clariant uses TalenTeam's SAP SuccessFactors Support Services to provide ongoing optimisation and prompt resolution to ensure it gets the most out of its investment. Based on number of hours usage, the support contract is designed to provision and maximise HR operational access across its entire platform. It provides dedicated support for incident management, process enhancement and end user support, as well as comprehensive support for its SAP SuccessFactors modules. The service also offers customer admin enablement training and access to TalenTeam's knowledge base, empowering the HR team to fully harness the system.

The Clariant HR team initially address most standard issues and requests that arise. However, if unable to solve specific or more complex issues, then a ticket is raised on the integrated ticket management system so that it can be escalated to a member of the TalenTeam Support Service for guidance, resolution and additional consultancy if required.

A seamless approach to hiring and onboarding

TalenTeam is currently working with Clariant on a comprehensive HR process improvement initiative that involves reviewing, streamlining and optimising the hiring and onboarding processes across the different countries. This structured approach aims to reduce manual effort globally and ensure data accuracy, generating efficiency and consistency across the organisation's HR operations.

The programme involves evaluation and enhancement of its established hiring procedures, originally implemented when the HR software was initially deployed. Conducted via onboarding panels on a country-specific basis, it aims to pinpoint areas that can be refined.

Data integration across the Recruiting and Onboarding modules will drive seamless data flow from these recruitment phases into the Employee Central platform, significantly reducing the necessity for manual and repetitive data input. Making data standardised globally, while meeting the range of country-specific and localised field requirements within the automated data flow is key. As part of the onboarding process, relevant candidate documents are now also integrated into the automated workflow.

TalenTeam's proactive approach to system support and the hiring improvement programme of Clariant's HR organisation is invaluable and provides the flexibility and adaptability it requires, not only when addressing various challenges and issues but to enhance overall HR processes.

"The collaborative partnership fosters trust and continuity in supporting the investment we've made in SAP SuccessFactors," highlights Hildegard. "The relationship and familiarity we have with TalenTeam is demonstrated through its commitment to finding innovative solutions to create better outcomes."

Benefits of a long-standing collaborative relationship

Streamlined communication: The enduring partnership TalenTeam has with Clariant has led to an inherent understanding of the company's operations and specific needs. Efficiencies are achieved as less explanation is required for quicker resolution of issues.

Process efficiency: Seamless onboarding ensures employees are quickly integrated into their roles and the company's operations, accelerating productivity and contribution to the organisation.

Comprehensive support: TalenTeam's robust and agile support service harnesses its expertise and experience of working with Clariant to optimise SAP SuccessFactors.

Positive onboard experience: The well-structured onboarding process enhances the overall employee experience, making new joiners feel valued and supported from the outset.

Enhanced retention: A positive hiring and onboarding experience increases the likelihood of employee retention as individuals feel engaged and aligned with the company's goals.

Speed of resolution: Clariant benefits from a dedicated support service for any issues, without the need to contact multiple sources to solve problems. Team continuity ensures consistency in communication and understanding. This saves time and resources.

Working with TalenTeam

"Our partnership with TalenTeam is driving positive outcomes in terms of efficiency, data accuracy, user experience, and innovation related to our HR organisation. Their flexibility, proactive engagement and commitment to understanding our organisation's needs contribute to a mutually beneficial relationship focused on continuous improvement."

Hildegard Rothenberger, Senior Manager HR Solutions, Clariant